



DoD Dental Patient Satisfaction Survey Report

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FT DUSTY ROAD DENTAC

Name of the DTF

Patient Satisfaction Report

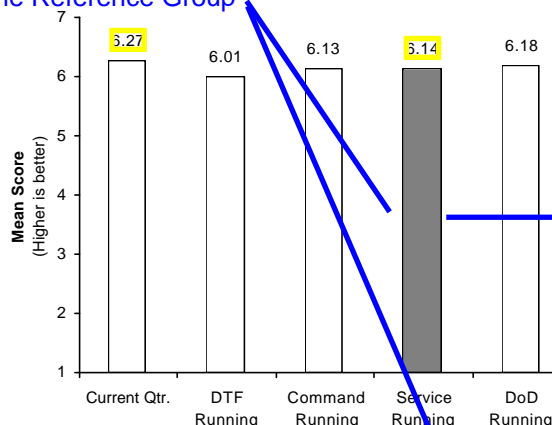
July_Aug_Sep2000

Total Surveys Analyzed = 417

Total number of returned Surveys for the Quarter

Overall Satisfaction with Clinic (Q21)

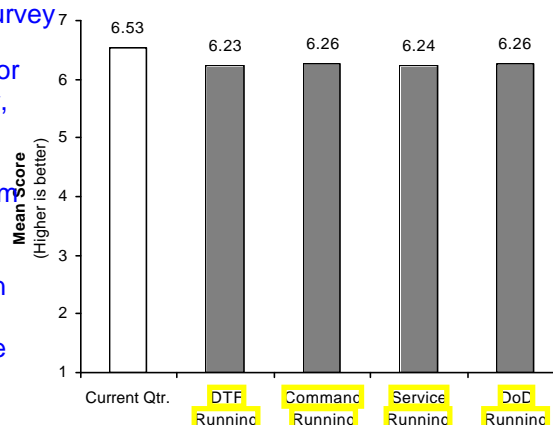
Darkened Bars indicate that the Differences are Statistically Significant between the DTF for this Quarter and the Reference Group



In this Example: For this Quarter, the DTF is Statistically different from the Service as a whole for Question Number 21, but NOT the DoD or Command.

Overall Satisfaction with Dental Care (Q13)

Reference to the Question Numbers from the Satisfaction Survey



Mean Score Values for Charts Above:

7=Completely satisfied

3=Somewhat dissatisfied

6=Very satisfied

2=Very dissatisfied

5=Somewhat satisfied

1=Completely dissatisfied

4=Neither satisfied nor dissatisfied

Mean for the previous 3 Quarters (does NOT include Current Quarter)

Mean for the Command, Service, and DoD for 4 Quarters (includes current Quarter)

Denotes Significant Difference from FT DUSTY ROAD DENTAC
Denotes Not Significantly Different from FT DUSTY ROAD DENTAC

Percent of patients who would return to this dental facility (Q27) = 95%

Change from Previous Qtr

Mean Score Values for Tables Below:

5=Excellent, 4=Very Good, 3=Good, 2=Fair, 1=Poor

Mean Score

Current Quarter Comparison to

Command

Service

DoD

Access Average

☐

Appointment Wait Time (Q16)

3.54

Office Wait Time (Q20)

Quality Average

☐
☐
☐
☐
☐

Thoroughness of treatment and/or exam (Q5)

4.61

How much you were helped (Q8)

4.54

Overall quality of care received (Q9)

4.66

Thoroughness of treatment by hygienist (Q11)

4.72

Overall quality of hygienist (Q12)

4.75

Interpersonal Relationship Average

☐
☐
☐
☐
☐

Friendliness and courtesy of dentist (Q3)

4.65

Problem taken seriously (Q4)

4.60

Explanation of problems (Q6)

4.55

Amount of time with dentist (Q7)

4.45

Friendliness and courtesy of hygienist (Q10)

4.76

Means Calculated for the Quarter for the reference Groups

3.80 ↓ 3.80 ↓ 3.87 ↓
2.69 ↓ 2.30 ↓ 2.81 ↓

4.62 4.60 4.61

4.55 4.53 4.53

4.65 4.63 4.64

4.69 4.65 ↑ 4.66

4.71 4.68 ↑ 4.69

4.65 4.65 4.65

4.62 4.59 4.60

4.54 4.51 4.52

4.49 4.46 4.47

4.72 4.68 ↑ 4.70

Legend

☐
☐
☐

Indicates your rating is significantly lower

Indicates your rating is not significantly different

Indicates your rating is significantly higher

For further information, contact at the Tri-Service Center for Oral Health Studies (TSCOHs):

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Arrows indicate the direction of a Significant difference between the DTF and the Reference Groups for THIS Quarter

November 14, 2000



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FT DUSTY ROAD DENTAC

Patient Satisfaction Report

July_Aug_Sep2000

Total Surveys Analyzed = 417

Note: The Respondents May NOT have responded to every Question on the Survey

DEMOGRAPHICS FOR CURRENT QUARTER'S SURVEY

Main Purpose of Visit (Q1)	%
Exam	7.22%
Prophy	40.66%
Exam & Prophy	3.92%
Emergency	2.67%
Gen. Dentistry	25.12%
Oral Surgery	7.38%
Endodontics	4.40%
Periodontics	2.35%
Prosthodontics	5.18%
Orthodontics	1.10%

Seen by (Q2)	%
Dentist	40.46%
Hygienist	41.78%
Both	17.76%

Scheduled Appointment (Q14)	%
Yes	82.8%
No	17.2%

Only respondents who were NOT seen at their Schedule time are included in Question (18) and Question (19). In this Example: 5.63% of 417 respondents, or about 24 patients, are being considered in Questions (18) and (19).

Days between the day the appointment was made and day of visit (Q15)	%
Walk-in	13.79%
SameDay	3.33%
1 Day	1.97%
2-3 Days	3.03%
4-7 Days	14.85%
8-14 Days	32.27%
15-21 Days	16.67%
22-30 Days	10.61%
> 30 Days	3.48%

Seen at Scheduled time (Q17)	%
Yes	79.45%
No	5.63%
Walk-in	14.92%

Anyone explain the reason for delay (Q18)	%
Yes	45.9%
No	54.1%

Minutes waited past scheduled appointment time (Q19)	%
1-15 min	51.35%
16-30 min	27.03%
31-45 min	8.11%
45-60 min	8.11%
> 60 min	5.41%

Gender (Q22)	%
Male	77.05%
Female	22.95%

Beneficiary Type (Q23)	%
Active Duty	99.3%
Family member	0.3%
Retiree	0.4%

If active duty, current rank (Q24)	%
E-1 to E-4	45.36%
E-5 to E-9	43.30%
Warrant Officer	1.47%
Officer	9.87%

Current Military Service (Q25)	%
Army	98.38%
Navy	0.15%
Marine	0.00%
Air Force	0.88%
Other	0.59%

Age (Q26)	%
< 18 yrs	0.43%
18-19 yrs	6.36%
20-29 yrs	59.83%
30-39 yrs	24.42%
40-49 yrs	8.53%
> 49 yrs	0.43%